

Notice of References Cited	Application/Control No. 10/608,989	Applicant(s)/Patent Under Reexamination KOTZIN, MICHAEL D.	
	Examiner David D. Knepper	Art Unit 2654	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-5,652,789	07-1997	Miner et al.	379/201.01
	B	US-6,269,336	07-2001	Ladd et al.	704/270
	C	US-6,466,654	10-2002	Cooper et al.	704/270.1
	D	US-5,335,276	08-1994	Thompson et al.	380/266
	E	US-5,583,560	12-1996	Florin et al.	704/275
	F	US-5,651,056	07-1997	Eting et al.	704/270
	G	US-5,659,597	08-1997	Bareis et al.	704/251
	H	US-5,822,727	10-1998	Garberg et al.	704/270.1
	I	US-6,185,535	02-2001	Hedin et al.	704/270
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Newton, Harry, Newton's Telecom Dictionary, 1996, New York, NY, pages 375, 376 and 742.
	V	New Release, http://www.bell-labs.com/news/1998/february/6/1.html , Lucent Unveils Bell Labs Predictive Algorithms for Call Centers, 4 Feb 1998, Dallas, TX, pages 1-2.
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.